



FORM PTO-1449 (REV. 7-80)		U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE		ATTY. DOCKET NO. VON96105	SERIAL NO. 08/746,901	RECEIVED JAN 07 2003	
LIST OF DOCUMENTS CITED BY APPLICANT <i>(Use several sheets if necessary)</i>				APPLICANT(S): Isaac K. ELLIOTT	Technology Center 2600		
		FILING DATE November 18, 1996	GROUP 2665				
U.S. PATENT DOCUMENTS							
* EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE (IF APPROPRIATE)
		4,464,543	08/1984	Kline et al.			
		5,197,127	03/1993	Waclawsky et al.			
		5,479,473	12/1995	Zey			
		5,539,736	07/1996	Johnson et al.			
		5,644,619	07/1997	Farris et al.			
		5,692,126	11/1997	Templeton , et al.			
		5,740,229	04/1998	Hanson et al.			
		5,867,494	02/1999	Krishnaswamy et al.			
		6,029,195	02/2000	Herz			
		6,131,121	10/2000	Mattaway et al.			
		6,188,756	02/2001	Mashinsky			
		6,377,576	04/2002	Zwick			
FOREIGN PATENT DOCUMENTS							
		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION
							YES
							NO
OTHER DOCUMENTS <i>(Including Author, Title, Date, Pertinent Pages, Etc.)</i>							
85		Comer, Douglas, "Internetworking With TCP/IP Vol 1: Principles, Protocols, and Architecture"; Third Ed.; Prentice Hall; 1995 pp. 127, 578.					
8		Norenkov et al., "Telecommunication Technologies and Networks", Bauman MGTU Press, 1998, p. 80					
EXAMINER			DATE CONSIDERED				1/8/02
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<p style="text-align: center;">LIST OF DOCUMENTS CITED BY APPLICANT <i>(Use several sheets if necessary)</i></p> <p style="text-align: center;"><i>61 P E</i> JUN 20 2002 P A T E N T &amp; T R A D E M A R K O F F I C E 8 4 8</p>							
<p style="text-align: center;">APPLICANT(S): ELLIOTT et al.</p> <table border="1"> <tr> <td>FILING DATE November 18, 1996</td> <td>GROUP 2665</td> </tr> </table>						FILING DATE November 18, 1996	GROUP 2665
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<b>RECEIVED</b> <b>JUL 01 2002</b> <b>Technology Center 2600</b>							
FOREIGN PATENT DOCUMENTS							
	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	TRANSLATION		
	97/22212	06/1997	PCT		YES      NO		
OTHER DOCUMENTS <i>(Including Author, Title, Date, Pertinent Pages, Etc.)</i>							
<i>81</i>	Kaufman, H., "Call Centers in Cyberspace", Communications News, Vol. 34, No. 7, July 1, 1997, pages 20-21						
<i>80</i>	Lautenbacher, et al, "Intelligent Internet: Value-Added Services by Interworking Between Network Technologies", ISS '97 WorldTelecommunications Congress, International Switching Symposium, Global Network Evolution: Convergence or Collision?, Toronto, Canada, Sept. 21-26, 1997						
<i>80</i>	MacPherson, "Why Call Centers Won't Escape the World Wide Web", Business Communication Review, Hinsdale, IL, Vol. 26, No. 6, June 1996, pages 39-41						
EXAMINER <i>[Signature]</i>			DATE CONSIDERED <i>1/7/02</i>				
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U.S. PATENT DOCUMENTS							
* EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE (IF APPROPRIATE)
<i>[initials]</i>		4,897,866	01/1990	Majmudar et al.			
		5,155,761	10/1992	Hammond			
		5,659,692	08/1997	Poggio et al.			
		6,049,835	04/2000	Gagnon			<b>RECEIVED</b>
		6,385,646	05/2002	Brown et al.			NOV 04 2003
							Technology Center 2600
FOREIGN PATENT DOCUMENTS							
		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION
							YES
<i>[initials]</i>		09/171513A	06/1997	Japan			X
OTHER DOCUMENTS <i>(Including Author, Title, Date, Pertinent Pages, Etc.)</i>							
EXAMINER <i>[Signature]</i>				DATE CONSIDERED <i>14/07</i>			
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